

From: Easterling, Deborah
Sent: Thursday, May 31, 2018 2:24 PM
To: 'Leta Rollison'
Subject: RE: PSC Website Comments:
Attachments: 2018-345(A).pdf

Dear Ms. Rollison,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina ("Commission").

Please find attached a copy of Commission Order No. 2018-345(A) which is the Commission's most recent decision regarding Carolina Water Service, Incorporated's Application for Approval of an Increase in Its Rates for Water and Sewer Services – Docket No. 2017-292-WS.

Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- Docket No. 2017-292-WS - Application of Carolina Water Service, Incorporated for Approval of an Increase in Its Rates for Water and Sewer Services

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can also follow Docket No. 2017-292-WS at this link: <https://dms.psc.sc.gov/Web/Dockets/Detail/116450>.

Also, I am forwarding your correspondence related to your billing complaint to the South Carolina Office of Regulatory Staff. In March 2004 the General Assembly enacted legislation which created the Office of Regulatory Staff. As a result of that legislation, effective January of 2005 the Public Service Commission took on an exclusively quasi-judicial role. All resources for the investigation and resolution of consumer inquiries and complaints were assigned to the Office of Regulatory Staff.

In an attempt to informally resolve the complaint, I am forwarding your email to that Agency's Consumer Services Department for handling. If attempts to resolve the complaint are unsuccessful and you wish to file a formal complaint with the Commission, the PSC Complaint Form can be found on the Commission's webpage at <http://www.psc.sc.gov/Pages/Forms.aspx>.

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,

Deborah Easterling
Executive Assistant
Public Service Commission of South Carolina
803-896-5133
Sign up for Meeting Agenda Alerts: Text PSCAGENDAS to 39492

c: Parties of Record via email

Deborah Easterling
Executive Assistant
Public Service Commission of South Carolina

-----Original Message-----

From: Leta Rollison [mailto:rollison.leta@psc.sc.gov]

Sent: Wednesday, May 30, 2018 6:39 PM

To: PSC_Contact <Contact@psc.sc.gov>

Subject: PSC Website Comments:

I do not understand giving a rate increase to Carolina water service.

Sc sued them, they lost and now they get a rate increase! (so they can pay their fine?)

That company is in another state I think and when I had to call them with a problem I got someone in Florida who said they had to see what Lexington was charging before they could bill me! I live in Lexington county and My water comes from West Columbia.

This picture is pretty muddy from where I sit.

How many of you on the PSC have to deal with Carolina Water Service?

I would appreciate some clarification on all this please Thanks

Sent from my iPhone